



# **ACCESS TO NUTRICIA METABOLIC PRODUCTS (INCLUDING OUT OF HOURS)**

**02 JANUARY 2024**

TO BE REVIEWED IN JANUARY 2025



HOMeward  
METABOLICS & SPECIALIST

## HOMEWARD METABOLICS & SPECIALIST: HOW CAN I ACCESS PRODUCTS FOR NEW DIAGNOSED PATIENTS OUT OF HOURS?

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- Register patient for Metabolic & Specialist Homeward using either Connections or email the form to: [homeward.metabolic.specialist@nhs.net](mailto:homeward.metabolic.specialist@nhs.net)
- Homeward Metabolics & Specialist number: 08457 623605 (will automatically divert to out of hours service between 08:00 – 22:00 weekends and bank holidays).
- Inform the operative that you have registered the patient and need an emergency delivery for a new diagnosed infant\*

*\*Note this product would not be pharmacy checked, we will send the minimum quantity and then look to make a second delivery within working hours*

# HOW CAN HOSPITALS ACCESS METABOLICS AND SPECIALIST PRODUCTS VIA AAH & OUT OF HOURS?

- AAH Tamworth is where all Nutricia Specialist Products are held, to order contact 0344 561 6020.
- AAH Tamworth email address is: [outerorders@hallohealthgroup.co.uk](mailto:outerorders@hallohealthgroup.co.uk)
- After 19:00 until 08:00 weekdays and weekends call your local branch (numbers listed on the next page of this document).
- You need to tell your local branch that all Anamix Infant Products are held in the Tamworth Branch otherwise they will say it's out of stock.

If experiencing issues with ordering Nutricia Metabolics & Specialist products then Hospital Pharmacies are advised to contact their AAH Account Manager; [NutriciaSupport@aah.co.uk](mailto:NutriciaSupport@aah.co.uk)

## AAH LOCAL DEPOT NUMBERS

Bexhill 07818 014 365  
Ruislip 07940 465 428  
Romford 0779693015  
Southampton 07872128887  
Glasgow 07710 976 602  
Leeds 07958659327

Gateshead 07904 662 370  
Warrington 07778 204 721  
Belfast 07710 975 471  
Nexus 07867 907 799  
Bristol 07957 998 166  
Swansea 07903 124 291

## ACCESS TO METABOLICS AND SPECIALIST PRODUCT FOR COMMUNITY PRESCRIPTIONS – ALLIANCE HEALTHCARE

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- Nutricia Metabolic & Specialist products for community prescriptions are available through Alliance Healthcare. For support with ordering Metabolic & Ketogenic products please contact [customerservice@alliance-healthcare.co.uk](mailto:customerservice@alliance-healthcare.co.uk) or by phone on: 0330 100448

